

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Non-Residential Services Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

NON-RESIDENTIAL RESOURCES

Process Description

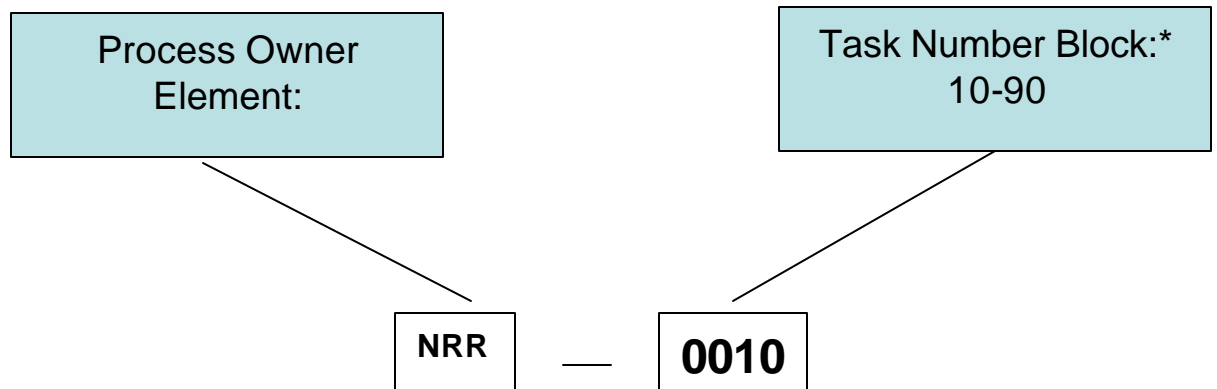
Prepared by: DCS Department of Information Systems



Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Process Description

Process Name:

Non-Residential Resources

Process Manager:

Shalonda Cawthon, CS Executive Director 1
Office of Child Safety

Process Description:

Non-Residential Resource are all resource that are not placement. These would include resources such as doctors, stores, counseling, and classes. These resources could be a free resource, one time resource (landlord) or contract resource that an ongoing payment is made.

Interfaces w/ other processes:

Children and Family Process, Accounts Payables, Contract Management Process

Process Participants:

Family Service Worker
Investigation/Assessment Worker
Team Leader
Team Coordinator
Regional Administrator
Fiscal Unit
Contract Unit

Associated Documentation:

Standard Claims Invoicing form
Delegated Purchasing Authority
DCS Fiscal Unit Funding Request form
Medical Services Authorization form for Certain Non-TennCare Eligible Children
Authorization to Vendor

Supporting Policy:

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Task (NRR-010): CFTM/On-going Assessment Process

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker, Investigation/Assessment Worker, Team Leader, Family, CFT members

Inputs: The child/family's service needs are identified through on-going assessment and child and family teaming.

Performance Metric: Identification of service needs is an on-going task which could and should occur during the period of time that DCS is actively involved, in some capacity, with the child/family.

Performance Steps:

1. Family Service Worker or Investigation/Assessment Worker completes or modifies Assessment to document the service needs for the child and family.
2. Family Service Worker convenes a CFTM to discuss the needed services and how best to meet those needs.

Outputs/Deliverables:

- Child/family service needs identified

Task (NRR-020): Family in Need of Services?

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker, Investigation/Assessment Worker, Team Leader, CFT members, Child

Inputs: Child/family service needs are identified during assessment and discussed during CFTM.

Performance Steps:

1. If it is determined the child and family does not need services the Family Service Worker or Investigation/Assessment Worker does not generate any referrals for services.
 2. If service needs are identified, proceed to task 030.
-

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Outputs/Deliverables:

- End process if determined that no services are needed.
 - Determination that services are needed.
-

Task (NRR-030): Funding for Service Required?

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker or Investigation/Assessment Worker

Inputs: A determination has been made that child/family needs services

Performance Steps:

1. Family Service Worker or Investigation/Assessment Worker will do a search of the Resource Directory to determine what services are available to meet the child and family needs.
 2. FSW/CPS worker determines whether there is a no-fee service available, or one that is covered by TennCare or Private Insurance.
 3. If the Family Service Worker or Child Protective Service Worker knows of a resource that is available at no cost to the department but is not in the Resource Directory the Family Service Worker or Child Protective Service Worker will contact their local resource designee to request that the resource be added to the Resource Directory.
 4. If neither are available, then worker must complete and submit request funding approval for the service.
-

Outputs/Deliverables:

- Determination of whether no-fee service is available, OR
 - Whether service is covered under TennCare/Medicaid or child/family private insurance.
 - Addition of resource to Resource Directory if the resource does not already exist there.
-

Task (NRR-040): FSW, Investigation/Assessment Worker makes referral to provider

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker or Investigation/Assessment Worker

Inputs: No-fee or insurance-covered resource located; added to the Resource Directory if not already there.

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Performance Steps:

1. Family Service Worker or Investigation/Assessment Worker will create and submit a referral for service to the selected provider.
 2. FSW or Investigation/Assessment Worker will work to ensure child/family are linked to service provider and that service is initiated.
-

Outputs/Deliverables:

- Referral to provider
-

Task (NRR-041): FSW or Investigation/Assessment Worker monitors service; documents outcome

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker or Investigation/Assessment Worker

Inputs: Referral made to provider and service is initiated.

Performance Steps:

1. Family Service Worker or Investigation/Assessment Worker will then monitor the service delivery, through visits with family, and conversations with provider
 2. Refer to On-going Family Services Process
-

Outputs/Deliverables:

- Service provided
-

Task (NRR-050): FSW or Investigation/Assessment Worker submits a Request for Service to Team Leader/Coordinator for approval

Task Owner: Family Service Worker or Investigation/Assessment Worker

Participants: Family Service Worker or Investigation/Assessment Worker

Inputs: Service needs for child/family have been identified; determination that needed services will require funding in order to acquire.

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Performance Steps:

1. Family Service Worker or Investigation/Assessment Worker will complete and submit a request for services to their Team Leader. The request will include: any special considerations, preferred provider with justification, and indication of whether the request should be treated as an emergency or standard request.
 2. Team Leader/Coordinator will review the request and ensure that the service being requested is aligned with the family service plan and goals for the child/family.
-

Outputs/Deliverables:

- Request for service completed and submitted by FSW or Investigation/Assessment Worker
-

Task (NRR-051): Approved?

Task Owner: Team Leader or Coordinator

Participants: Investigation/Assessment Worker or Family Service Worker, Team Leader, Team Coordinator

Inputs: Family Service Worker or Investigation/Assessment Worker has completed and submitted a request for service to the Team Leader or Coordinator for approval.

Performance Steps:

1. Team Leader or Team Coordinator will review the service request and determine whether
 - a. Services requested are appropriate for child/family based upon documented case plan and goals
 - b. Services are within established cost limits, and
 - c. Services are within policy guidelines.
 2. Team Leader or Team Coordinator will indicate approval or denial of the request for service.
-

Outputs/Deliverables:

- Approval/Denial of Request for Service
-

Task (NRR-060): Does cost of service exceed predetermined limits?

Task Owner: Team Leader or Team Coordinator

Participants: Family Service Worker or Investigation/Assessment Worker, Team Leader, Team Coordinator

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Inputs: Team Leader or Team Coordinator

NOTE:

- *This may change due to Policy or Procedural changes.*
- *There is currently differences between the DPA and Guidelines under “How to Pay for Stuff”*
- *This section is based on “How to Pay for Stuff”*

Performance Steps:

1. Child Protective Service Worker or Family Service Worker, Child Protective Service Worker or Family Service Worker Coordinator or Leader reviews the amount of money that has been expended for a child in the current year to determine if it is under \$1500 or if the service/item being requested is \$3000 or more.
2. If the amount will exceed \$1500 or the item is more then \$3000 for services the Child Protective Service Worker or Family Service Worker Coordinator or Leader will submit the request to the Regional Administrator
3. If the Request for Service does not exceed the limits then continue with Task 070.

Outputs/Deliverables:

- Request for Services to Regional Administrator

Task (NRR-061): Team Leader/Coordinator submits request to Regional Administrator for approval

Task Owner: Team Leader/Coordinator

Participants: Team Leader/Coordinator

Inputs: Accumulation of all non-placement funds expended for a child in a year or amount of item exceeds the guidelines.

Performance Steps:

1. Family Service Worker or Child Protective Service Coordinator or Leader submits Request for Service to the Regional Administrator for approval.

Outputs/Deliverables:

- Request for Services approval

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



- Denial of Request for Services

Task (NRR-062): Approved?

Task Owner: Regional Administrator

Participants: Regional Administrator

Inputs: Request for Service submitted to Regional Administrator

Performance Steps:

1. Regional Administrator reviews Request for Services and makes a decision to approve or deny the request.

Outputs/Deliverables:

- Approval or Denial of Request of Services

Task (NRR-063): Send request back to FSW/CPS worker with explanation of denial

Task Owner: Regional Administrator

Participants: Regional Administrator, Family Service Worker or Child Protective Service Worker

Inputs: Denial of Request of Services

Performance Steps:

1. If the Regional Administrator **does not** approve the request the Regional Administrator will send the request back to the Family Service Worker or Child Protective Service Worker with an explanation of the denial.
2. The Family Service Worker or Child Protective Service Worker can then modify the request and resubmit. Return to Task 050

Outputs/Deliverables:

- Denial of Request for Services
- Explanation of denial for Request for Services.

Task (NRR-070): Approved Request for Service goes to Fiscal Unit

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Task Owner: Fiscal Unit

Participants: Regional Administrator, Team Leader or Coordinator

Inputs: Approved Request for Services from Regional Administrator or Team Leader/Coordinator

Performance Steps:

1. Approved Request for Services is sent to the Fiscal Unit for review to assure it meets policy, funding availability, alternative funding source, and which funds source will be used.

Outputs/Deliverables:

- Request reviewed

Task (NRR-071): Approved?

Task Owner: Fiscal Unit

Participants: Fiscal Unit

Inputs: Approved Request for Services has been submitted to Fiscal Unit.

Performance Steps:

1. Fiscal Unit will review Request for Services and approve or deny based on pre-determined criteria

Outputs/Deliverables:

- Request for Services approved or denied by Fiscal Unit

Task (NRR-072): Request Denial/Justification returned to requester

Task Owner: Fiscal Unit

Participants: Fiscal Unit, Regional Administrator, Team Leader or Coordinator, Family Service Worker or Child Protective Service Worker

Inputs: Request for Services denied by Fiscal Unit

Performance Steps:

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



1. Fiscal Unit after their review of Request for Services denies the request.
2. Fiscal Unit sends the request back to the Requestor with an explanation of denial.
3. Requestor can make modification to the request and resubmit.

Outputs/Deliverables:

- Denial of Request for Services with explanation

Task (NRR-080): Fiscal, FSW/CPS Worker identifies resource/vendor to provide the service

Task Owner: Fiscal Unit

Participants: Fiscal Unit, FSW/CPS worker, Local Designee

Inputs: Fiscal Unit has approved Request for Services

Performance Steps:

1. Fiscal Unit staff will use the Resource Directory to search for a resource/vendor who will provide the service requested.
2. If a resource/vendor does not exist that provides the service the Fiscal Unit staff will contact known vendors to determine if this is a service they can and will provide.
3. In some situations the Fiscal Unit will add the vendor to the Resource Directory.
4. Fiscal Unit determines whether new resource is if this is a Professional, One-time, or no fee resource/vendor.
5. Fiscal Unit selects a vendor from the Resource Directory and informs requester of vendor selection.
6. Fiscal Unit can authorize a new request if, for whatever reason, the Family Service Worker or Child Protective Service Worker disputes the vendor selected.
7. Fiscal Unit sends referral for service to vendor.

Addition of Professional Vendor/Resource to directory:

1. Fiscal gathers information about potential new professional resource/vendor.
2. Fiscal unit enters information into the system. Information gathered is: professional credentials, letter of reference, background check, service provided, contract information, store credit card number, store number (some vendors are paid directly and some through corporate store)
3. Fiscal Unit determines this is a new professional resource that will need to go to the Contract Unit for contract or credentialing.
4. Fiscal Unit's request for approval goes to Contract Unit with designation of time for request as Standard or Immediate.
5. The request goes through the Contract Process for approval.
6. Contract Unit completes their approval process.
7. If request for new contract approval denied, Contract Unit will provide justification and return

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



request to Fiscal; Fiscal may modify request and resubmit.

8. Contract Unit approves new resource; Contract Unit sends to Fiscal Unit that resource has been approved.
9. Contract Unit or Fiscal Unit enter start date of resource and activates the resource
10. Contract Unit will monitor professional resource for continued complicate according to policy and procedure.

Addition of a 'One-Time' Vendor/Resource to directory

1. Fiscal Unit determines this will be a one time service, for example rent or car repair.
2. Fiscal Unit or Local Designee gathers information about the potential new resource and enters into the system.
3. Fiscal Unit enters start date of resource and activates the resource if One-time Resource.

Addition of a 'No Fee' Vendor/Resource to directory

1. Local Designee, Family Service Worker or Child Protective Service Worker determines there is a free resource that is not in the Resource Directory
2. Local Designee gathers information about the potential new resource and enters into the system.
3. Local Designee enters start date of resource and activates the resource.

Outputs/Deliverables:

- Resource or vendor located and added to the directory

Task (NRR-081): Vendor accepts referral?

Task Owner: Fiscal unit

Participants: Fiscal Unit, selected Vendor, Payment Unit

Inputs: Referral sent to selected vendor

Performance Steps:

1. If the selected vendor **does not** accept the referral the Fiscal Unit will return to Task 080.
2. If the vendor accepts the referral go to Task 090.

Outputs/Deliverables:

- Vendor accepts referral

Task (NRR-090): Fiscal Unit authorizes use of funds/payment

Task Owner: Fiscal Unit

Participants: Fiscal Unit, Family Service Worker or Child Protective Service Worker, Vendor, Payment

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems



Unit

Inputs: Approved Request for Service for a one-time service

Performance Metric: Resource/Vendor was notified of referral at the time of authorization

Performance Steps:

1. Fiscal Unit authorizes use of funds. (Capture multiple bids as needed)
2. Fiscal Unit Notifies the vendor of the referral at the time of authorization
3. If the selected vendor does accept the referral the Fiscal Unit will authorize payment
4. Fiscal Unit will enter authorization information: funding source, units approved, dollar value, of units, funding code, vendor, contract, service category, service description, close reason, liability insurance, dates [start, projected end and actual end]
5. Fiscal Unit sends through Payment Process

Outputs/Deliverables:

- Vendor selected
 - Payment process.
-
-

Process Owner Sign-Offs

Shalonda Cawthon, Executive Director, Office of Child Safety	Date
--	------

Audrey Corder, Executive Director, Family & Child Well-Being	Date
--	------

Elizabeth Black, Executive Director, Office of Child Permanency	Date
---	------

NON-RESIDENTIAL RESOURCES

Process Description

Prepared by: DCS Department of Information Systems

